

**Position Description**

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.				Agency Number
CHECK ONE: <input type="checkbox"/> NEW POSITION <input checked="" type="checkbox"/> EXISTING POSITION				
<b>Part I - Items 1 through 12 to be completed by department head or personnel office.</b>				
1. Agency Name <b>Kansas Department for Children and Families</b>		9. Position No. K0165226	10. Budget Program Number 23611	
2. Employee Name (leave blank if position vacant)			11. Present Class Title (if existing position) <b>Technology Support Technician I</b>	
3. Division <b>Region DCF IT</b>			12. Proposed Class Title	
4. Section <b>Operations</b>	For  Use  By  Personnel  Office	13. Allocation		
5. Unit <b>Information Technology Support</b>		14. Effective Date		
6. Location (address where employee works)  City <b>Lawrence</b> County <b>DG</b>		15. By	Approved	
7. (circle appropriate time) Full time X Perm. X Inter. Part time Temp. %		16. Audit Date: By: Date: By:		
8. Regular hours of work: (circle appropriate time)  FROM: 8:00 AM To: 5:00 PM		17. Audit Date: By: Date: By:		
<b>PART II - To be completed by department head, personnel office or supervisor of the position.</b>				

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

**This is technical work with a focus on customer service and assisting computer users on solving problems in a distributed computing environment. Work is of a standardized nature that may involve a variety of duties, some of which are susceptible to different methods of solution and performed under general supervision. The position is required to support ITS basic Tier I functions, support tools, ticket systems, end- user issues and requests. The position is process oriented and does handle basic documented repeatable ITS tasks, equipment maintenance, ordering, asset tracking and end-user problems. This position requires proficiency in Office Products and requires operation of standard and electronic office equipment. These duties are performed under immediate supervision and documented methods and procedures. Occasional travel may be required to Regional Sites, Training and/or off-site meetings.**

**Position supports an Information Technology environment primarily for the Designated reporting Region, which covers geographically centered Service Centers distributed over counties in the Region. Travel will be required to the Service Centers in the Region with some travel to other Regions throughout the State.**

19. Who is the supervisor of this position? (Person, who assigns work, gives directions, answers questions and is directly in charge)?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Stephen Basile	Technology Support Supervisor	K0071252

Who evaluates the work of an incumbent in this position?

<b>Name</b>	<b>Title</b>	<b>Position Number</b>
Stephen Basile	Technology Support Supervisor	K0071252

How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Work is of a standardized nature that may involve a variety of duties, some of which susceptible to different methods of solution and performed under general supervision. Instructions are given either in written or verbal form with specific outcomes described. Employee support is provided by rules, regulations, policies and procedures of ITS, OITS, as well as by computer hardware and software representative manuals. Over time and weekend work may be required on occasion as the needs of the business dictate.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

**What** is the action being done (use an action verb); **to whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

**Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task.** Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission Vision, and Guiding Principles of the agency to peers, customer and public, Identify personal strengths and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches, and make recommendations to enhance efficiency and effectiveness of the agency. Understand and provide excellent customer service both internally and externally, serve as a positive role model, and Work cooperatively with peers, staff, customers, community partners and the general public.</p> <p>All tasks listed below will be reviewed at least quarterly, by the Technical Support Supervisor; They will be reviewed to assess how well the employee is completing these tasks.</p>
45%	E	<p>This position is Tier I technical in nature. This position may assist in LAN administration, minor repairs to equipment, troubleshooting network malfunctions and problem resolution. Document any adds/changes/deletions to the region LAN, Assets, and trouble tickets. Assist in the maintenance of user accounts, inventory tracking and file maintenance. Maintains accurate inventory of IT equipment and location throughout the region using an IT shared database. Diagnoses computer hardware problems. Installs, tests, replaces or repairs hardware and peripherals such as disc drives, printers, circuit boards, cable, telecom, etc., requiring extensive travel throughout the Region.</p>
35%	E	<p>Provide first level user support with a focus on Customer Service as a member of the regional IT helpdesk supporting all users. This position performs Tier I support, trouble ticket resolution and routing of tickets to higher Tier Technical staff. Utilize remote desktop management software for end user support, software installation and pc management. Advise users in selecting the most appropriate software application (spreadsheet, database or word processing) for a specific task to accomplish agency goals. Assist in the instructions of users in using word processors, spreadsheets and databases.</p>
10%	E	<p>Assist in analysis of usage of IT equipment and software in the region and determine future needs in order to make recommendations to TSS regarding placement, replacement and purchase or upgrade of equipment and software.</p>
5%	E	
5%	E	<p>Provide training for all DCF hardware and standard software packages in a classroom environment and/or one-on-one type training.</p> <p>Other duties as assigned by supervisor.</p>

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22. A. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- ( ) Lead worker assigns, trains, schedules, oversees, or reviews work of others.
  - ( ) Plans, staffs, evaluates, and directs work of employees of a work unit.
  - ( ) Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b. List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

**Name**

**Title**

**Position Number**

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23. Which statement best describes the results of error in action or decision of this employee?

- ( ) Minimal property damage, minor injury, minor disruption of the flow of work.
- (X) Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- ( ) Major program failure, major property loss, or serious injury or incapacitation.
- ( ) Loss of life, disruption of operations of a major agency.

Please give examples.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

**Daily contact with staff, public and vendors. Daily contact with ITS staff. The purpose of the contact is to obtain product information, pricing and technical specifications and problem solving.**

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25. What hazards, risks or discomforts exist on the job or in the work environment?

**Risk of hazards while traveling throughout the region. This position requires hours of work in front of a personal computer which could result in eye strain or lower back strain. This position will be required to physically move technology equipment which could result in neck, shoulder or back injury. May be exposed to electrical hazards. Work environment may involve disagreeable weather conditions.**

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

**Possible daily use includes but not limited to the following:**

**LAN equipment**

**Computers**

**Printers and Servers**

**Remote desktop management software**

**Commercial hardware and software**

**Telecommunications equipment**

**Wireless devices**

**FAX machines, Multifunction copiers**

**Motor vehicles**

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**PART III - To be completed by the department head or personnel office**

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27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Education - General

**High school diploma or equivalent and one year advising and assisting computer users in a distributed computing environment. Education may be substituted for experience as determined relevant by the agency.**

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Education or Training - special or professional

**Computer knowledge and training in office applications**

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Licenses, certificates and registrations

**Valid driver's license**

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Special knowledge, skills and abilities

**Prefer knowledge and experience in Microsoft Office applications, VoIP systems, telephony systems**

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Experience - length in years and kind

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**28. SPECIAL QUALIFICATIONS**

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the Education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

**Lift up to 35 pounds. Any lifting over 35 pounds requires assistance. Handle large packages and equipment. Work with high voltage equipment. Frequent travel throughout the region, as well as across the state.**

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Signature of Employee

Date

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Signature of Personnel Official

Date

**Approved:**

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Signature of Supervisor

Date

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Signature of Agency Head or  
Appointing Authority

Date